

Inspectional Services

City of Newton Performance Management
August 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Enforce all applicable state and local codes and ordinances					
		% of complaints resolved within 30 days	52	50	2
2. Inspect new and old structures quickly and effectively (Building, Gas, Plumbing, Electric)					
		% R-2, A, E, Lic. Inspections done on schedule	100	100	0
3. Issue permits in a timely manner					
		% of Building Permits issued in 24 hours of request	89.00	85.00	4
		% of Plumbing/Gas Permits issued in 24 hours of request	99.50	98.00	2
		% of Electrical Permits issued in 24 hours of request	99.00	98.00	1

Notes